

Privacy Policy for the Crane Finder application

We attach great value to protecting and securing your personal data. Therefore, it is also important that we notify you about which of your personal data we use, the purpose of such use and what rights you have relating to your personal data.

A. General information

I. What is personal data and what does "processing" mean?

- "Personal data" (hereinafter also known as "data") means all information about a private individual. However, personal data is not just information which enables a certain person to be identified directly (such as a person's name or email address), but also information which, with the appropriate additional knowledge, enables a link to be made to a specific person.
- "Processing" means any action conducted with your personal data (such as the collection, registration, organisation, ordering, saving, usage or deletion of data).

II. Who is the data controller within the context of processing your data?

The data controller within the context of processing your data is:

Liebherr-Werk Ehingen GmbH
Dr.-Hans-Liebherr-Strasse 1
89584 Ehingen (Donau)
Germany
Email: LWE-Datenschutz@liebherr.com

III. How can you contact our data protection officer?

You can contact our data protection officer using the following details:

Corporate Privacy
Liebherr-IT Services GmbH
St. Vitus 1
88457 Kirchdorf an der Iller
Germany
Email: datenschutz@liebherr.com

IV. What rights do you have as the data subject?

As the data subject, the legally prescribed framework means that you have the right to the following:

- Information about your data;
- Correction of incorrect data and completion of incomplete data;
- Deletion of your data, particularly if (1) it is no longer required for the purposes set out in this Privacy Policy, (2) you revoke your consent and there is no other legal basis for processing the data, (3) your data has been processed illegally, or (4) you have objected to the data being processed and there are no priority reasons for said data processing;

- Restricting the processing of your data, particularly if you dispute that the data is correct or the processing of your data is illegal and you demand a restriction of its use rather than their deletion;
- Objecting to the processing of your data to protect legitimate interests for reasons based on your specific situation or, with no special reason, against your data being processed for the purposes of direct marketing; as long as this is not an objection to direct marketing, please submit your objection with a description of the reasons why we should not process your data in a way in which we would normally do so. In the event of you lodging a justified objection, we will review the situation and stop the processing unless we can provide compelling legitimate reasons for the processing which outweigh your interests, rights and freedoms, or the data are being processed for the purpose of lodging, exercising or defending legal claims;
- Receiving your data in a structured, conventional and machine-readable format and the right to ensure that your data is sent by us directly to another data controller;
- Revoking your consent if you have granted us consent to process the data. Please note that the legality of the data processing on the basis of your consent until further notice will be unaffected by any revocation on your part.

If you assert the rights set out above, we hope that you will understand that we may request evidence from you to show that you are the person that you are claiming to be.

Furthermore, you have the right to complain to a supervisory authority if you believe that your data has been processed in violation of the GDPR.

V. Links to other websites

Our website may contain links to websites managed by other providers which are not affiliated to us ("third party"). When you click the link, we have no further influence on the processing of any data transferred to the third party by virtue of you clicking the link (such as your IP address or the URL on which the link is located) as the behaviour of third parties is naturally beyond our control. We can therefore not accept any responsibility for the processing of such data.

B. Data processing

I. Log files

Each time you open and use our website or the app, the web browser you use on your device (computer, smartphone or the like) or the app automatically sends information to our web servers which we save in so-called log files.

What data do we process and for what purposes?

We process the following data:

- Your (external) IP address
- Date and time when you open our website
- Domain name of your internet service provider
- The browser type and version you use and the operating system you use
- URL (address on the internet) of the website you were currently on when you opened our website
- The files you open using the relevant website (type of access, name of opened file, URL of the open file and success of the opening request)
- The volume of data transferred on your visit to the relevant website
- Date and time of the submission, if web forms are used

We only process this data for the purposes of ensuring stability and for Internet and information security.

Processing for other purposes is only considered if the legal requirements for such processing as set out in Art. 6 paragraph 4 of the GDPR are satisfied. In this case, we will, of course, comply with any information duties set out in Art. 13 paragraph 3 of the GDPR and Art. 14 paragraph 4 of the GDPR.

On what legal basis do we process your data?

Your data are processed to protect our legitimate interests set out in Art. 6 paragraph 1 letter f of the GDPR.

The legitimate interests we pursue are the improvement and maintenance of the stability and functionality and the security of our website.

You are entitled to object to the processing at any time on the basis of Art. 6 paragraph 1 letter f of the GDPR for reasons which result from your specific situation.

II. Authentication/authorisation

Authentication on our website is carried out using an existing Liebherr account with Liebherr-IT Services GmbH, St. Vitus 1, 88457 Kirchdorf an der Iller, Germany. This authentication only takes place when using the browser application and only for functions such as "my fleet", as the customer's vehicle fleet must be queried here.

What data do we process and for what purposes?

We process the following data:

Unique username (UPN)

Note: This data is transmitted to us by Liebherr-IT Services GmbH during authentication with a Liebherr account.

We only process this data for the purpose of authentication on our website or for centralised authentication in the context of the use of non-publicly available content.

Processing for other purposes is only considered if the legal requirements for such processing as set out in Art. 6 paragraph 4 of the GDPR are satisfied. In this case, we will, of course, comply with any information duties set out in Art. 13 paragraph 3 of the GDPR and Art. 14 paragraph 4 of the GDPR.

On what legal basis do we process your data?

Your data is processed for the fulfilment of a contract or for the implementation of pre-contractual measures in accordance with Art. 6 para. 1 lit. b GDPR.

III. Use of the Crane Finder or the Crane Finder App

This is an application that enables the user to find the right crane for a specific application. The application is provided in the form of a smartphone application (hereinafter also referred to as "Crane Finder App") and as a web application. The web application can only be used with a MyLiebherr account. The Crane Finder app can also be used without a MyLiebherr account.

To find a suitable crane, the user enters the pulley head height, the load, the radius and, if required, the distance from the building and the building height. The Crane Finder uses these parameters to calculate which crane in which configuration from the LWE portfolio can handle the desired load case. The results are sorted starting with the smallest possible crane in the smallest possible configuration. This means that the user will always find the smallest possible crane – which saves them money.

The cranes in the results list are matched with the cranes that the searching customer has in their own crane fleet (provided that the customer has previously registered their cranes in MyLiebherr). Corresponding cranes are labelled as "My fleet" in the Crane Finder results list. The customer can see at a glance in the results list which of the displayed cranes are available, since they are already in the customer's fleet.

What data do we process and for what purposes?

We process the following data:

- If a MyLiebherr account exists, the user's fleet is accessed.

We only process data for the following purposes:

- To display the suitable crane from the fleet stored in MyLiebherr.
- To reach customers and potential customers to initiate business.
- As a marketing tool to increase customer satisfaction and loyalty.

Processing for other purposes is only considered if the legal requirements for it set out in Art. 6 paragraph 4 of the GDPR are satisfied. In this case, we will, of course, comply with any information duties set out in Art. 13 paragraph 3 of the GDPR and Art. 14 paragraph 4 of the GDPR.

On what legal basis do we process your data?

Your data is processed on the following legal basis:

Protection of legitimate interests (Art. 6 para. 1 lit. f GDPR)

The legitimate interests we protect are as follows: increasing customer satisfaction, increasing customer loyalty. Other interests include showing potential and existing customers suitable devices from the LWE product portfolio in a targeted manner.

In the case of legitimate interests: you are entitled to object to the processing at any time on the basis of Art. 6 paragraph 1 letter f of the GDPR for reasons which result from your specific situation.

IV. Use of cookies and other technologies

As part of the provision of our website, we only use cookies which are necessary to provide our services and therefore do not require consent.

Cookies are small text files which a web server can save and read on your device (computer, smartphone or the like) using the web browser you use. Cookies contain individual alphanumeric character sequences which enable the web browser you use to be identified and may also contain information on user-based settings.

Using so-called **local storage technology**, data is only stored locally, i.e. exclusively on your end device and not on the web server, in the so-called local storage of your web browser. Unlike cookies, the data stored using local storage technology does not have an expiry date and is not automatically deleted, but you can delete this data yourself via your web browser. Please refer to your web browser's instructions to find out how to delete the data saved using local storage technology.

Which cookies and other technologies are used for what purpose and for how long?

Service	Purpose	Service provider	Functional life
Tile / list view toggle switch	Convenience feature that sets the status of the switch to the same status as the last visit when the page is visited again.	Liebherr-Werk Echingen GmbH	Until the cookies are deleted
Filter settings	Convenience feature that applies the same filter settings that were selected during your last visit to the site.	Liebherr-Werk Echingen GmbH	Until the cookies are deleted

Necessary cookies are cookies which are required technically for the functionality and to ensure the security and stability of our website and our information technology systems (for example load distribution) and, if applicable, cookies which save settings made by you, selected options or entered information generally at most until you close your web browser to provide you with the function you desire and require (for example login status). We do not use cookies which enable us to reproduce your actions as a user.

Cookies are saved to your device so that you are in control of the cookies. If you do not want us to recognise your device, you can disable or delete any cookies already saved on your device (manually or automatically) and/or block cookies being saved in the future by making the appropriate setting in your web browser software, for example “Do not accept cookies” or the like. Most web browsers can also be configured in such a way that saving cookies is only accepted if you give your consent in each individual case. Generally the menu bar of your web browser shows using the help function how you can disable or delete cookies which have already been saved and reject new cookies. Please refer to the instructions provided by your web browser manufacture for details of the options described above.

Please note that if you delete or block them, necessary cookies will be placed on your device again if you open our website at a later time. Please also note that disabling, deleting or blocking necessary cookies will adversely affect the performance and functionality of our website and may mean that certain functions and features are not available.

V. Data recipients

We may transfer your data to the following recipient(s):

- Other companies in the Liebherr Group where this is necessary to initiate, execute or terminate a contract or we have a legitimate interest in sharing the data and there is no overriding contradictory legitimate interest on your part;

VI. Data transfer to third party countries

The transfer of data to bodies in countries outside the European Union or outside the European Economic Area (so-called third countries) or to international organisation is only permitted, (1) if you have given us your consent or (2) if the European Commission has decided that the third country has a reasonable level of protection (Art. 45 of the GDPR). If the Commission has not reached this decision, we may only transfer your data to recipients located in a third country if we have suitable guarantees (for example standard data protection clauses which are accepted by the Commission or the supervisory authority on the basis of a specific procedure) and the enforcement of your rights as the data subject is ensured or the transfer is permitted in a specific case as a result of other permissions (Art. 49 of the GDPR).

If we send your data to third countries, we will notify you of the details of such transfers in the relevant sections of this Privacy Policy.

VII. Data deletion and duration of storage

We process your data for as long as necessary for the specific purpose unless you have effectively refused permission for your data to be processed or you have effectively revoked your consent.

If we are subject to statutory archiving obligations, we will then have to store the relevant data for the duration of the archiving period. After expiry of the archiving period, we will check whether there is any further necessity to process the data. If no such necessity exists, your data will be deleted.

VIII. Data security

We take technical and organisational security measures to ensure that your data is protected against loss, incorrect changes or unauthorised access by third parties. In any event, only authorised personnel in our company have access to your data and can only access the data if they are required to do so for the purposes set out above.

IX. Automated individual decision making

We generally do not use any fully automated decision-making under Art. 22 of the GDPR to start and manage our business relationships. If we use this procedure in specific cases, we will notify you separately of this if we are required to do so by law.

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